

CLASS TITLE: PUBLIC SAFETY DISPATCHER (HIGHER EDUCATION)

Class Code: 02409200

Pay Grade: 16

EO Code: F

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: Within a state College's or University's Public Safety Department, to operate (on an assigned shift) a multi-campus 24/7 communication system, involving the collection, processing and dissemination of police/enforcement information and data relative to violations or laws, rules and regulations involving EMS, parking services, security, fire/life safety and environmental health units for all campuses; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior who occasionally reviews daily work activities in progress but always upon completion for results obtained and conformance to divisional and departmental policies, objectives, rules and regulations.

SUPERVISION EXERCISED: As assigned, may supervise students and/or others in the communications area.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

Within a state College's or University's Public Safety Department, to operate (on an assigned shift) a multi-campus 24/7 communication system, involving the collection, processing and dissemination of police/enforcement information and data relative to violations or laws, rules and regulations involving EMS, parking services, security, fire/life safety and environmental health units for all campuses.

To accept communications and information via various media from the College or University community, the general public, internal and external public safety sources, including calls originating directly or indirectly via the 911 Emergency Communications System.

To collect, process and disseminate information and data relative to College or University police, emergency management, emergency medical services, parking services, security, fire/life safety, environmental health and facilities services units for all campuses relative to the College or University and surrounding communities as they relate to the safety of students, faculty, staff and the general public.

To conduct simultaneous use of a computer-aided dispatch (CAD) system, multi-line phone system, 911-Emergency phones, Direct Connect phone systems, two-way radio systems, RI State Police RILETS, CCTV system, electronic door locking access control system, and to monitor and communicate with other public safety agencies.

To transmit and/or receive communications from local, outside agencies and/or the public, noting any hazardous conditions, manmade or natural, and to dispatch the appropriate persons to the scene for investigation and the implementation of corrective action.

To monitor all communications using but not limited to; radio, phone, teletype, video cameras, computers, intrusion, fire alarms, water tower and other facility alarms.

To notify various College or University officials in emergencies by following emergency procedure policies, utilizing the RAVE and Alertus emergency notification systems and other appropriate methods.

To perform clerical tasks and operational tests related to the systems and equipment.

To perform routine broadcasts on prevailing conditions when necessary.

To attend training seminars as assigned.

To perform administrative and clerical duties.

To follow all policies and procedures of the College's or University's Public Safety Department.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGE, SKILLS AND CAPACITIES: A working knowledge of the operation of radio receiving and transmitting equipment and the ability to use this equipment properly and follow protocol; the ability to perform simple filing tasks and establish an alphabetical filing system; the ability to complete simple forms or written memos; the ability to understand oral communications and relay them to proper personnel in a clear and concise manner; the ability to perform all the above tasks under stressful conditions; a working knowledge of a Windows-based computer operating system; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a high school or possession of a G.E.D.; and

Experience: Such as may have been gained through: employment as a dispatcher, telecommunicator, teletype operator, or radio technician as part of an overall communication system.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: December 23, 1973

Editorial Review: 3/15/03

Class Revised: November 15, 2015

Class Revised: 6/24/2018